

FEDERAL BUREAU OF INVESTIGATION  
FOI/PA  
DELETED PAGE INFORMATION SHEET  
FOI/PA# 1270939-0

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Page 238 ~ Referral/Direct - 209E-LA-245399 Serial 35/EOUSA;

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## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 04/08/2008

On 04/07/2008, Lawanda Jackson, date of birth 12/18/1958, social security account number 554-19-9497, was interviewed at her residence, 10407 Haas Avenue, Los Angeles, California, telephone number (323)757-9562, cellular telephone number (213)507-2665. After being advised of the identity of the interviewing agents and the nature of the interview, Jackson voluntarily provided the following information:

Jackson began working at UCLA Medical Center hospital, Westwood Campus, in 1975. Initially she was a patient escort. Over the years she held various positions. Most of her positions were administrative. In 2004 or 2005 she became an administrative specialist. She assisted the nurses, had some payroll duties, and prepared PAR's for termination and promotions for the nurses. She had access to medical records in that she was able to order charts sometimes. She had some computer access. At one point she worked as a secretary on the cardiac floor.

Jackson did not remember details of specific HIPAA training, but she had to sign a HIPAA form, which she had in her files. She assumed that the privacy expectations stated on the form were clear, but it had been a few years since she read it.

Jackson had a computer ID and password at UCLA. She was able to access patient records online, including physicals, labs, notes, diagnosis and treatments. She did not think that she was able to access the patient records for the UCLA-Santa Monica Hospital. Jackson realized she had access to the patient records in the computer when she put a person's name in the late 1990's or early 2000's. She did not think she started routinely checking the medical records of celebrity's prior to 2004. She was nosy, and in the back of her mind, she knew it was wrong. The computer system that houses the patient records at UCLA was called PCIMS.

She resigned in July 2007 after being placed on leave for an investigatory suspension, which started in May 2007. In June 2007, she received a letter of intent to terminate her from the hospital, but was given the opportunity to resign, which she took. She submitted her resignation, which was accepted.

Investigation on 04/07/2008 at Los Angeles, CA

File # 209E-LA-245399-160 Date dictated \_\_\_\_\_

by SA [redacted]

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Continuation of FD-302 of Lawanda Jackson, On 04/07/2008, Page 2

She was placed on investigatory suspension over HIPAA violation matters related to Farrah Fawcett. UCLA believed she was a source for the National Enquirer. Upon her resignation, they told her that they had looked at her e-mail and phone records and were not able to show that she had communicated with the National Enquirer.

After her resignation, UCLA provided Jackson with copies of documents related to her employment at UCLA. One document was a written letter counseling Jackson regarding a patient privacy violation dated 04/25/2005 to Jackson from [REDACTED]. The letter indicated that Jackson accessed a patient's record without a job related reason. Jackson denied accessing this patient's record. She stated that someone else had used her "log on" and accessed the record.

UCLA also provided Jackson with an audit log that showed the dates and times that she accessed celebrity patient records. Jackson thought this log could have been related only to Fawcett's medical record, but was not certain.

There had to be other sources to the tabloids at UCLA because there continued to be articles that contained specific information regarding celebrity patients after Jackson was placed on investigatory leave.

Jackson read the tabloids every week. She felt that a lot of the information in the tabloids was true and that someone must have provided that information to the tabloids.

There were other UCLA Hospital employees who were fired for leaking patient information. Someone in the surgery department was fired and two administrative people in [REDACTED] (phonetic) office/department were fired. These two administrative employees had looked at a coworker's (a nurse) medical records. In the past, nurses have looked at celebrity patient medical records without a need to do so. In these instances, the nurses were reprimanded. Jackson also believed that physicians had looked at celebrity patient medical records without the need to do so, and they had only been reprimanded. Jackson inquired as to why the doctors were not fired, and she was told that the doctors had to be dealt with in a different way.

Jackson was aware that someone had leaked specific, step by step information, regarding the [REDACTED] at

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Continuation of FD-302 of Lawanda Jackson, On 04/07/2008, Page 3

the UCLA-Santa Monica Hospital. Word traveled to UCLA-Westwood that people would be fired for inappropriately accessing [redacted] medical records.

Jackson's first contact with the National Enquirer was approximately 3-4 years ago through another UCLA employee named [redacted] Last Name Unknown (LNU). [redacted] was a [redacted]. She was not sure what his position was at UCLA because he told different stories. At one time, he said he worked in pathology. Another time, he told Jackson and other employees that he flew the MedStar helicopter. One day [redacted] made a telephone call from Jackson's work telephone. He gave the phone to Jackson, and a woman was on the other end. The woman began asking Jackson questions. Jackson asked who she was, and the woman would not say. She claimed she was from Cedars doing a survey. Jackson did not believe her because the questions did not sound right.

Some time after that, the woman called back. Jackson answered her phone as she usually did, "Hi, it's Lawanda." The woman identified herself as [redacted] (phonetic) from the National Enquirer. [redacted] asked Jackson if she could call and ask Jackson information. [redacted] told Jackson that she would just ask for a "yes" or "no" on things. [redacted] told Jackson that [redacted] was not allowed to look at medical records.

In an early call, [redacted] discussed compensation with Jackson. [redacted] said Jackson would be compensated depending on what information she provided. [redacted] suggested Jackson use a relative's name on the checks. [redacted] asked Jackson, "Is there someone's name we can put the checks in? How about your mother?" [redacted] said that if something happened, then it could not get traced back to Jackson. [redacted] told Jackson that Jackson's name would not be on anything. The checks were made out to [redacted] and had a Florida address. The checks were for small amounts, \$200 or \$300 at a time. [redacted] endorsed the checks and she deposited them into one of their accounts at the University Credit Union. [redacted] did not like the arrangement. Each year the Enquirer sent them a statement for their taxes. Jackson assumed that her name would not be used and no one would find out.

Jackson was contacted on approximately a weekly basis by [redacted]. Jackson considered herself to be a "confirming" source, not an original source of information on most occasions. [redacted] often already knew the information regarding the celebrities when she

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Continuation of FD-302 of Lawanda Jackson, On 04/07/2008, Page 4

called Jackson. She would ask Jackson to look in the records to confirm the information.

[ ] also contacted Jackson to see if certain celebrities had been seen at UCLA hospital after an event such as a car accident or reported overdose. Jackson would either confirm or deny if the celebrity had been seen at UCLA. For example, when [ ] had been in a car accident, [ ] called Jackson to ask if [ ] had been seen at UCLA. Jackson checked and told [ ] that [ ] had not been examined at UCLA. Jackson assumed [ ] called her sources at the other hospitals as well.

Sometimes [ ] would call and ask Jackson to look and see why a certain celebrity was at UCLA, and Jackson would look and tell her the reason for the celebrity's visit.

On one occasion, [ ] had a story regarding a celebrity that she received from a nurse. [ ] asked Jackson to confirm if that nurse actually worked at UCLA. Jackson confirmed the nurse worked at UCLA. Jackson did not remember the name of the nurse that [ ] asked her to confirm.

Regarding the information published in the Enquirer about Fawcett, [ ] already knew that Fawcett had a recurrence of her cancer when she called Jackson. [ ] had received that information from another source and asked Jackson to confirm the information. Jackson told her she could look and see. Jackson confirmed that Fawcett's cancer had returned prior to the article. Jackson thought that [ ] said the original source was a family member of Fawcett's, and recalled [ ] may have said it was [ ]

Jackson did not remember if Fawcett was listed in the computer under a "dummy" name or not. There were ways to get around a dummy name to access the medical records. You could use the medical record number or a date of birth. Celebrities dates of birth were readily available on "Google." If you know approximately when someone came in to the hospital, you could check the admissions list and look for people admitted on those days that were the right age. In the case of Fawcett, Jackson probably wrote down her medical record number and kept it for future reference.

Regarding the information published in the Enquirer about [ ] Jackson said "that was me." [ ] knew that [ ] had been to an ER, but did not know she was at UCLA until she

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Continuation of FD-302 of Lawanda Jackson, On 04/07/2008, Page 5

called Jackson. Jackson confirmed that [redacted] was at UCLA and told [redacted] why she was at UCLA. Jackson did not remember why [redacted] was at UCLA.

Jackson did not know [redacted] telephone number, but believed it was from the (310) area code. Jackson did not call [redacted] called Jackson.

In June 2007, she received a letter addressed to Jane Doe written by Fawcett's attorney. Fawcett's attorney had provided the letter to UCLA, and UCLA forwarded the letter to Jackson. The letter requested that "Jane Doe" contact them to assist in their taking legal action against the "Globe" and the National Enquirer. The letter mentioned an "exceptional source." Jackson did not believe that she was the "exceptional source" described in the letter and did not contact the attorney. Jackson also did not want her name to be known to the attorney or anyone else. Because she had received the letter through UCLA and in the name of "Jane Doe," she realized that Fawcett and her attorneys did not know Jackson's name and her identity. Jackson wanted to keep it that way.

After Jackson did not hear anything further regarding the matter, she believed that it was "over." Then she became aware of an article published by the Los Angeles Times on 04/03/2008. She thought "oh my." Then after reading today's article, she thought "oh my God." She realized that although they did not have her name, they were talking about her.

Jackson believed that one of the LA Times reporters who wrote the recent articles about the leak of Fawcett's information had a source at the hospital. She recalled a "pediatric unit" investigative story where people with whom she worked surmised that the Times must have had a source in the hospital.

Jackson did not provide information to any other tabloids or other media.

Jackson provided copies of documents in her possession related to her employment at UCLA and two Forms 1099 from the National Enquirer. Those copies were attached to this FD-302 and made a part of the file.

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☐ CORRECTED (if checked)

PAYER'S name, street address, city, state, ZIP code NATIONAL ENQUIRER, INC. 1000 AMERICAN MEDIA WAY BOCA RATON, FL 33464 561/998-7414 X		1 Rents \$ 0.00	OMB No. 1545-0115  <b>2006</b> Form 1099-MISC	<b>Miscellaneous Income</b>	
		2 Royalties \$ 0.00			
		3 Other income \$ 0.00			
PAYER'S Federal id no. 592764097	RECIPIENT'S id no. <input type="checkbox"/>	4 Federal income tax withheld \$ 0.00	<b>Copy B For Recipient</b>	This is important tax information and is being furnished to the Internal Revenue Service. If you are required to file a return, a negligence penalty or other sanction may be imposed on you if this income is taxable and the IRS determines that it has not been reported.	
RECIPIENT'S name, <input type="checkbox"/>		5 Fishing boat proceeds \$ 0.00			
Street address (including apt. no.) <input type="checkbox"/>		6 Medical and health care pmts \$ 0.00			
City, state, and ZIP code <input type="checkbox"/>		7 Nonemployee compensation \$ 2,150.00			
Account number (optional) <input type="checkbox"/>		8 Substitute payments in lieu of dividends or interest \$ 0.00	9 Payer made direct sales of \$5,000 or more of consumer products to a buyer (recipient) for resale <input type="checkbox"/>	10 Crop insurance proceeds \$ 0.00	
15a Section 409A Deferrals 0.00		15b Section 409A Income 0.00		11	12
		13 Excess golden parachute payments \$ 0.00	14 Gross proceeds paid to an attorney \$ 0.00		
		16 State tax withheld \$ 0.00	17 State/Payer's state no.	18 State income \$ 0.00	

Form 1099-MISC

(Keep for your records)

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Box 6. Report on Schedule C or C-EZ (Form 1040).

☐ CORRECTED (if checked)

PAYER'S name, street address, city, state, ZIP code NATIONAL ENQUIRER, INC.  1000 AMERICAN MEDIA WAY  BOCA RATON, FL 33464 561/998-7414 x		1 Rents \$ 0.00	OMB No. 1545-0115  <b>2007</b>  Form 1099-MISC	<b>Miscellaneous Income</b>   <b>Copy B For Recipient</b>  This is important tax information and is being furnished to the Internal Revenue Service. If you are required to file a return, a negligence penalty or other sanction may be imposed on you if this income is taxable and the IRS determines that it has not been reported.
PAYER'S Federal id no. 592764097		2 Royalties \$ 0.00	4 Federal income tax withheld \$ 0.00	
RECIPIENT'S id no. <input type="text"/>		3 Other income \$ 0.00	6 Medical and health care pmts \$ 0.00	
RECIPIENT'S name, <input type="text"/>		5 Fishing boat proceeds \$ 0.00	8 Substitute payments in lieu of dividends or interest \$ 0.00	
Street address (including apt. no.) <input type="text"/>		7 Nonemployee compensation \$ 2,450.00	9 Payer made direct sales of \$5,000 or more of consumer products to a buyer (recipient) for resale <input type="checkbox"/>	
City, state, and ZIP code <input type="text"/>		10 Crop insurance proceeds \$ 0.00	11	
Account number (optional) <input type="text"/>		12	13 Excess golden parachute payments \$ 0.00	
14 Gross proceeds paid to an attorney \$ 0.00		15a Section 409A Deferrals 0.00	15b Section 409A Income 0.00	
		16 State tax withheld \$ 0.00	17 State/Payer's state no.	18 State income \$ 0.00
		\$		\$

Form 1099-MISC

(Keep for your records)

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**U C L A Healthcare**

[REDACTED]  
10833 LeConte Avenue  
Los Angeles, CA 90095-1701  
[REDACTED] Fax (310) 206-7074  
[REDACTED]

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Date: June 13, 2007

Lawanda Jackson  
10407n Haas Avenue  
Los Angeles, Ca

Subject: Intent to Dismiss

Dear Lawanda,

It is my intent to dismiss you as an Administrative Specialist in the Department of Nursing effective June 26, 2007 due to your serious misconduct in violation of the Medical Center HIPAA policies 9421, 9401, and 9451.

On May 16, 2007 UCLA Medical Center was notified by a patient that information related to this patient's treatment at UCLA Medical Center was disclosed in a national publication immediately after the patient's visit to UCLA Medical Center. The patient was very upset not only that the patient's confidential Protected Health Information (PHI) was disclosed but also that this was disclosed before the patient had the opportunity to personally communicate the diagnosis to family members before the information appeared in the media.

An audit of access to this patient's electronic Medical Record and related clinical data systems records was immediately conducted by the UCLA Chief Compliance and Privacy Officer. The audit concluded that during the past ten months (July 26, 2006- May 21, 2007) you accessed and reviewed documents contained in this patient's record as well as over 60 other medical records-- many of who were identified as celebrities in the entertainment business. The Medical records of the patient who complained of inappropriate disclosure and access had been accessed over a total of 104 days in the past ten months with the most recent access occurring on May 21, 2007 wherein the pathology report and surgical note were again reviewed. In reviewing the access to the complainant's medical record you were the only employee found in the audit who accessed this celebrities' PHI without a requirement to do so as part of assigned duties and responsibilities. A copy of this audit is attached.

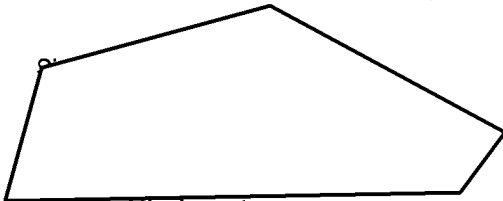
[REDACTED] and I met with you on May 24 and provided you an opportunity to respond to these audit findings. During that meeting you admitted to the access of celebrity PHI and stated that you did so due to your curiosity. You denied disclosing PHI of any celebrity to anyone or any organization. Following this meeting you were placed on investigatory leave.

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There is no basis in your job duties and responsibilities that would in any way justify your access of a celebrity's PHI. You were previously noticed in writing on April 25, 2005 regarding another

violation of UCLA Medical Center policies regarding inappropriate PHI access and advised that further violations would be subject to appropriate discipline up to and including termination. You received HIPAA Confidentiality Training on February 22, 2003 (Privacy) and April 28, 2005 (Security) and signed a Confidential statement on September 8, 1997. In your capacity as an Administrative Specialist it was not appropriate for you to access patient records without a specific request from a supervisor and in a review of the audit log of your access to PCIMS, the records accessed and reviewed were not associated with your job duties but was done in violation of UCLA Policy. Your job duties include reminding other Department employees to obtain this training. You, of all employees, reasonably should have known and understood the seriousness of your misconduct and the significant impact this has had on our patient, the family, and UCLA Medical Center.

You have the right to respond orally or in writing to me regarding this intent to dismiss by June 21, 2007. During this period you will be paid but are not to report to work.



Attachments:

Policies 9421.9401, and 9451

Compliance Office Audit Report-Redacted to protect patient confidentiality

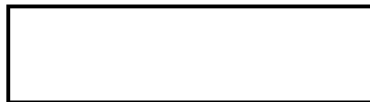
Confidentiality Statement

HIPAA Training Record

Job Description

April 25, 2005 Memo

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10833 LeConte Avenue  
Los Angeles, CA 90095-1701  
[Redacted] Fax (310) 206-7074

April 25, 2005

To: Lawanda Jackson  
Administrative Specialist

From:



Re: Written counseling regarding patient privacy violation

On a routine review of electronic access to an employee/patient's record, your user login was found on the access report, which logged your access to the patient's confidential information on July 28, 2004 from 9:24:36 through 9:27:21 a.m. The audit log indicates that demographic information; case data and document text was accessed. The audit logs also showed that this patient's record was the only one accessed by you that day.

On February 17<sup>th</sup>, 2005 when asked about this access you indicated that you did not access this patient's record, and you had no knowledge of the breach of privacy.

There is no job related reason for you to have accessed information on this patient.

In accordance with UCLA Healthcare Compliance Privacy Policy 9401 "Protection of Confidential Patient Information (PHI), and Security and Confidentiality Policy 9453, and requirements of state and federal law, I am providing you this written counseling due to this unexplained access of the electronic patient health records by yourself. All staff are responsible for only accessing patient information needed to complete their job responsibilities, and for logging out of computer systems containing confidential patient information when not using them to prevent other unauthorized individuals access to patient information.

Please be aware that any further violation of the privacy policy will result in appropriate disciplinary action, up to and including termination.

Respectfully Yours,



cc: Department File  
Employee Relations



A Member of the UCLA Health Network

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**HIPAA Confidentiality**  
 427955 - MEDCTR-NURSING-ADMINISTRATION

Employee Name	Date Completed	Expiration Date	Compliant	Edit
	3/26/2003 3:47:02 PM	12/31/9999	Yes	<a href="#">Edit</a>
	2/24/2003	12/31/9999	Yes	<a href="#">Edit</a>
	4/4/2003 10:07:23 AM	12/31/9999	Yes	<a href="#">Edit</a>
	3/17/2003 12:31:22 PM	12/31/9999	Yes	<a href="#">Edit</a>
JACKSON,LAWANDA J	2/24/2003	12/31/9999	Yes	<a href="#">Edit</a>
	6/15/2005 1:41:01 PM	12/31/9999	Yes	<a href="#">Edit</a>
	3/4/2003 3:16:16 PM	12/31/9999	Yes	<a href="#">Edit</a>
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	4/2/2003 3:21:07 PM	12/31/9999	N/A	<a href="#">Edit</a>
	3/4/2003 2:23:20 PM	12/31/9999	Yes	<a href="#">Edit</a>
	5/18/2006 4:21:16 PM	12/31/9999	Yes	<a href="#">Edit</a>
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	3/5/2003 2:22:10 PM	12/31/9999	Yes	<a href="#">Edit</a>
	4/4/2003 9:35:51 AM	12/31/9999	Yes	<a href="#">Edit</a>

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**HIPAA Security**  
427955 - MEDCTR-NURSING-ADMINISTRATION

Employee Name	Date Completed	Expiration Date	Compliant	Edit
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	5/2/2005 10:26:15 AM	12/31/9999	Yes	<a href="#">Edit</a>
	3/10/2006 10:44:46 AM	12/31/9999	Yes	<a href="#">Edit</a>
	4/28/2005 2:07:13 PM	12/31/9999	Yes	<a href="#">Edit</a>
JACKSON,LAWANDA J	4/28/2005 2:31:41 PM	12/31/9999	Yes	<a href="#">Edit</a>
	5/15/2005 1:57:03 PM	12/31/9999	Yes	<a href="#">Edit</a>
	5/6/2005 10:16:47 AM	12/31/9999	Yes	<a href="#">Edit</a>
	2/16/2006 10:47:20 AM	12/31/9999	Yes	<a href="#">Edit</a>
	4/29/2005 2:39:15 PM	12/31/9999	N/A	<a href="#">Edit</a>
	4/28/2005 2:51:00 PM	12/31/9999	Yes	<a href="#">Edit</a>
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	4/28/2005 1:29:46 PM	12/31/9999	Yes	<a href="#">Edit</a>
	5/4/2005 2:28:35 PM	12/31/9999	Yes	<a href="#">Edit</a>
	5/28/2005 9:41:55 AM	12/31/9999	Yes	<a href="#">Edit</a>

**Declaration of Service by U.S. Mail Delivery**

I declare that I am over the Age of Eighteen Years and not a party to the Grievance. My address is 10833 LeConte Avenue, Los Angeles, CA 90095.

On Wednesday, June 13, 2007 I served the attached notice of intent by placing a true copy enclosed in a sealed envelope with postage fully prepaid in the UNITED STATES MAIL:

ADDRESSED AS FOLLOWS:

Lawanda Jackson  
10407 Haas Avenue.  
Los Angeles, Ca 90047

I DECLARE UNDER PENALTY OF PERJURY THAT THE FOREGOING IS TRUE  
AND CORRECT AND THAT THIS DECLARATION WAS EXECUTED On  
Wednesday, June 13, 2007 in Los Angeles

Print Name

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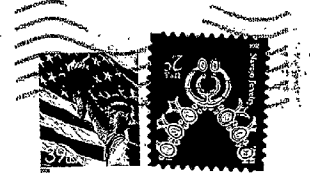


UCLA Healthcare

10833 LeConte Avenue  
Los Angeles, Ca 90095

LOS ANGELES CA 900

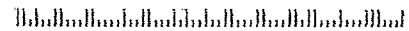
08 JUN 2007 PM 4 T



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Lawanda Jackson  
10407 Haas Avenue  
Los Angeles, Ca 90047

9004724333



**Declaration of Service by U.S. Mail Delivery**

I declare that I am over the Age of Eighteen Years and not a party to the Grievance. My address is 10833 LeConte Avenue, Los Angeles, CA 90095.

On Friday, June 8, 2007 I served the attached notice of intent by placing a true copy enclosed in a sealed envelope with postage fully prepaid in the UNITED STATES MAIL:

ADDRESSED AS FOLLOWS:

Lawanda Jackson  
10407 Haas Avenue.  
Los Angeles, Ca 90047



I DECLARE UNDER PENALTY OF PERJURY THAT THE FOREGOING IS TRUE AND CORRECT AND THAT THIS DECLARATION WAS EXECUTED On Friday, June 8, 2007 in Los Angeles, California

Print Name

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 **Healthcare**



10833 LeConte Avenue  
Los Angeles, CA 90095-1701  
 Fax (310) 206-7074  


6/8/2007

Lawanda Jackson  
Nursing Administration

Re: Investigatory Leave

Dear Lawanda:

This letter is to inform you that your investigatory leave with pay is being extended until Monday, June 18, 2007 in order to continue the investigation of allegations regarding violations of patient confidentiality.

During this period you are not to report to work.

Sincerely,



cc: Department Head  
Department File  
Employee Relations

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UCLA Medical Center/Occupational Health Facility			
Tuberculin Skin Test			
Please Print			
Print Name	Lawanda Jackson		Dept/Unit Nurs Adm
Ext. or Pager:	x45761	ID#	801406547
OR SSN XXX-XX- & DOB / /19			
INT. PPD5TU	Date Placed	Date Read	Measurement
<input type="checkbox"/> LFA <input checked="" type="checkbox"/> RFA	5/1/07	5/3/07	0
mm induration		<input checked="" type="checkbox"/> Negative	
		<input type="checkbox"/> Positive	
Manufacturer Aventis Pasteur		Lot # C2512AC	Exp 11/9/08
31239 (7/04)			

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**UCLA** Healthcare

*Star*

*Thank you for your dedication to excellence!*

*Presented to*

*Lawanda J Jackson*

*As described by your patient or colleague:*

*"Lawanda is efficient, knowledgeable, and thorough. She provides outstanding administrative support. She dutifully schedules meeting rooms, finds and reserves AV equipment, and ensures learning packets are readied for classes, etc. Lawanda remains calm and gracious regardless of how outlandish the request may be; she is a wonderful and much appreciated resource."*

*Linda Roof 11/04*

*David L. Callender*

David L. Callender, M.D.

Associate Vice Chancellor, Hospital System and Director, UCLA Medical Center

427955 MEDCTR-NURSING-ADMINISTRATION

**UCLA Healthcare  
JOB DESCRIPTION/PERFORMANCE EVALUATION**

**Administrative and Support Position**

☐ Job Description  
☒ Performance Evaluation

Employee Name: Lawanda Jackson	Department/Unit: Nursing administration	Current Title: Administrative Specialist	Current Title Code:
Supervisor Name:	Supervisor Title:	Approved Title (for reclassifications only):	Approved Title Code (for reclassifications only):
<b>Methods of Measurement Include the Following:</b>		<b>AGES SERVED</b>	
<input checked="" type="checkbox"/> Direct Observation	<input type="checkbox"/> Documentation	<input type="checkbox"/> Neonates (< 30 days)	<input type="checkbox"/> Adults (> = 18 years to < 65 years)
<input checked="" type="checkbox"/> Feedback from staff or patients	<input type="checkbox"/> PI Reports	<input type="checkbox"/> Infants (> 30 days and < 1 year)	<input type="checkbox"/> Geriatrics (> = 65 years)
<b>Period Covered by this Evaluation:</b> 10/05-10/06		<input type="checkbox"/> Pediatrics (> = 1 year & < 13 years)	<input type="checkbox"/> Not Applicable
		<input type="checkbox"/> Adolescents (> = 13 years & 18 years)	
<b>Place an "X" if over 20% of work is exposed to one or more of the following conditions:</b>			
<input type="checkbox"/> Confined area	<input type="checkbox"/> Noise Exposure	<input type="checkbox"/> Extreme temperatures	<input type="checkbox"/> Potential allergenic/irritant conditions
<input type="checkbox"/> Exposed to weather	<input type="checkbox"/> Vibrations	<input checked="" type="checkbox"/> Atmospheric conditions	<input type="checkbox"/> Other (specify)
<b>SUMMARY STATEMENT:</b> Performs analytical, executive administrative and managerial support to the Department of Nursing Administration, Unit Managers, Clinical Nurse Specialists, and staff. Develops internal systems to streamline communications. Develops, organizes and manages programs, events and special projects.			
<b>TYPE OF SUPERVISION RECEIVED:</b> Duties are performed under minimal supervision and require self-direction. Work is reviewed in terms of meeting specific goals and objectives. Assignments are often given on a project basis to find and evaluate solutions and make recommendations for their implementation. The Director of Nursing, Principal Administrative Analyst along with Unit Directors and Clinical Nurse Specialists can give assignments. Independently prioritizes and completes on-going assignments and projects following the prescribed University and/or departmental guidelines. Performs various functions as listed below			

**D - Does Not Meet Expectations**

**M - Meets Expectations**

**E - Exceeds Expectations**

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**UCLA Healthcare  
JOB DESCRIPTION/PERFORMANCE EVALUATION**

**Administrative and Support Position**

Amount of Time	Duties and Tasks	Rating			Comments
		D	M	E	
35%	<b>A. ADMINISTRATIVE DUTIES</b> 1. Develops information reports, including scheduling and competency reports for nursing management using One Staff Scheduling System and excel. 2. Provides unit schedules with use of One Staff scheduling system. 3. Analyze and enters final schedule into One Staff, according to unit needs. 4. Analyze and input all schedule changes into One Staff on a daily/weekly/monthly basis. 5. Manages, maintains and updates accurate personnel database with appropriate software for personnel and statistical records. 6. Designs program brochures and booklets. Prepares slides, charts, transparencies and posters. 7. Coordinate and maintain Clinical Director's calendar and office needs 8. Develops agendas and prepares collateral materials for special events and conferences 9. Responds to inquiries from Unit Directors and CNSs regarding competencies. 10. Makes travel arrangements for Unit Directors, CNSs and others as requested including airline reservations, care rental, hotel accommodations, conference registrations and preparation of related travel documents. 11. Provides computer support for Unit Directors, CNSs and others as requested. Operates microcomputer software including word processing, spreadsheet, graphics, One Staff Scheduling, and other software with speed and accuracy on a daily basis. Uses University e-mail and Sysm system daily including support for room reservations for 5, 6 7 and 8th floor classrooms. 12. Exercises independent judgment in correspondence and communication, both oral and written. 13. Attends meetings and prepares minutes for: Unit Director Meeting, Unit Director and Clinical Nurse Specialist meeting, Clinical Ladder Council, and Patient Education Committee. Assist chair of committees with preparation of materials. Schedule meeting rooms. Send meeting notices. Prepares and distributes materials emanating from these committees. 14. Follows up on information requests, provides support for questions and problems relating to personnel issues. 15. Prepares and processes PARs in One Staff for promotions, reclassifications, terminations, percentage change, and transfers			<b>X</b>	

**D - Does Not Meet Expectations**

**M - Meets Expectations**

**E - Exceeds Expectations**

**UCLA Healthcare  
JOB DESCRIPTION/PERFORMANCE EVALUATION**

**Administrative and Support Position**

Amount of Time	Duties and Tasks	Rating			Comments
		D	M	E	
35%	<b>B. MANAGEMENT SERVICES</b>  1. Manages, maintains and updates competency database. Meets with Unit Directors as well as Clinical Nurse Specialist to review competency compliance and/or update as necessary according to the diverse needs of the various units. 2. Responsible, along with Unit Director, for competency compliance. 3. Manages clinical ladder promotion process: i.e. clinical ladder portfolios, timely review of portfolios, process is completed within a timely manner to comply with CNA union contract. 4. Manages logistics including facilities, catering, and audio-visual requirements for staff education 5. Manages and maintains supply inventories 6. Interacts with Clinical Director, Unit Directors, Principal Administrative Analyst, and administration regarding operations 7. Schedule and participate in meetings, includes room requests, invitations, catering and equipment needs 8. Handles all facilities service requests and justification to completion and resolution of any problems that arise 9. Facilitates all copy center and order memo/P39 requests and forwards information to Business Managers 10. Communicates with Unit Directors concerning equipment repairs and purchase order problems 11. Develop short and long-range projects and special events, including retreats and site visits 12. Arranges a variety of meetings, classes, and projects by coordinating dates/times/location, preparing food orders, disseminating materials and announcements			X	

D - Does Not Meet Expectations

M - Meets Expectations

E - Exceeds Expectations



**UCLA Healthcare**  
**JOB DESCRIPTION/PERFORMANCE EVALUATION**

Administrative and Support Position

Amount of Time	Duties and Task	Rating		
		D	M	E
10%	<b>C. BUDGET</b> 1. Initiates and prepares documents and forms relating to purchase requests, check requests, facilities orders, telephone orders, etc. Follows through on issuance of checks and completion of orders 2. Instrumental in the initiation and completion of travel plans, forms and reimbursements 3. Tracks employees' payroll and initiates corrective action as necessary. Checks and submits payroll records for processing 4. Submits correction forms to rectify payroll errors and omissions			X
10%	<b>D. DATA MANAGEMENT AND ANALYSIS</b> 1. Tracks and reports trends as required by management team 2. Maintains census and other statistics as assigned 3. Assists management team with CQI activities 4. Develop informational reports for decision making 5. Maintains filing system for all unit-based issues. 6. Notifies Management Team and individual employees of pending license, certification and/or TB expiration. 7. Maintains accurate and complete records: RN license, Evaluations, TB records, CPR, Infection Control, education classes, and additional records as needed. 8. Supply unit's monthly reports for compliance in mandatory competencies. 9. Uses appropriate software to complete custom reports based on individual needs. 10. Processes all personnel action requests, notifies Unit Directors of missing data.			X
10%	<b>E. PERFORMANCE IMPROVEMENT</b> 1. Adhere to current organizational Performance Improvement priorities 2. Participate in quality studies through data collection 3. Make recommendations and take actions to improve structure, system or outcomes 4. Analyzes data resulting from Performance Improvement studies and surveys and provides data and information pertinent to group's goals and objectives			X


D - Does Not Meet Expectations

M - Meets Expectations

E - Exceeds Expectations

**UCLA Healthcare  
JOB DESCRIPTION/PERFORMANCE EVALUATION**

**Administrative and Support Position**

Amount of Time	Duties and Tasks	Rating			Comments
		D	M	E	
ALL THE TIME	<b>F. PROFESSIONAL STANDARDS</b> 1. Consistently demonstrates effective communication skills by smiling, making eye contact and responding positively when interacting with others. 2. Consistently acknowledges presence and provides assistance to persons in need. 3. Accept responsibility for problem solving and follows through to insure requests and/or needs are met in a timely manner. 4. Anticipate and promptly responds to requests. 5. Maintains a professional appearance and demeanor at all times. 6. Maintains all records with confidentiality and discretion. 7. Demonstrate flexibility in responding to changing needs. 8. Utilize appropriate channels of communication throughout the UCLA Hospital Systems. 9. Initiate professional goals and requirements in completing work schedule commitments. 10. Support institutional goal of automated information systems. 11. Comply with employment requirements for the Department of Nursing (Safety Licensure, CPR, TB and Infection Control). 12. Comply with department attendance, interpersonal and certification standards.				
	<b>CUSTOMER SERVICE</b> <ul style="list-style-type: none"> <li>• Demonstrate the values of the organization: respect, honesty, integrity, compassion, fairness, innovation and stewardship of our resources.</li> <li>• Demonstrate commitment to serving the customer.</li> <li>• Demonstrate excellence in communication with the customer.</li> <li>• Create a welcoming environment for the patients, family and other interdisciplinary team customers.</li> </ul>				

**D - Does Not Meet Expectations**

**M - Meets Expectations**

**E - Exceeds Expectations**

**UCLA Healthcare**  
**JOB DESCRIPTION/PERFORMANCE EVALUATION**

Administrative and Support Position

<b>Skills, Knowledge and Abilities</b> <b>(Disregard this section for performance evaluations)</b>	
<b>REQUIREMENTS:</b>  <input type="checkbox"/> CPR: _____ <input type="checkbox"/> License: _____ <input type="checkbox"/> Certifications: _____ <input type="checkbox"/> Degree: _____ <input type="checkbox"/> Experience: _____	List any equipment (machines, tools, office appliances or motor vehicles) required to do the job, with or without a reasonable accommodation. Indicate whether use is seldom, occasional, frequent, or constant.
<ul style="list-style-type: none"> <li>Skill in communicating 1:1 and in a group</li> <li>Skill in facilitating communication between departments</li> <li>Skill in problem identification and solving</li> <li>Skill in working on a team</li> <li>Skill in use of a PC/mainframe computer</li> <li>Skill in use of PC software including, but not limited to MS Access, Excel, Word and PowerPoint</li> <li>Knowledge of University, Medical Center, Departmental standards, policies, and procedures.</li> <li>Ability to be self directive</li> <li>Ability to organize and prioritize workload</li> <li>Ability to be flexible</li> <li>Ability to effectively communicate verbally and in writing</li> </ul>	R R R R R R R R R R

**D - Does Not Meet Expectations**

**M - Meets Expectations**

**E - Exceeds Expectations**

**UCLA Healthcare**  
**JOB DESCRIPTION/PERFORMANCE EVALUATION**

Administrative and Support Position

**If overall rating is "Does Not Meet Expectations", please complete Future Plans and Actions Section.**

According to the Employee Performance Evaluation Policy, an overall rating of "Does Not Meet Expectations" requires an action plan and a follow-up performance evaluation in either a three-month or six-month period depending on the time needed to demonstrate improved performance. Action plan steps must be objective and measurable with a defined time frame. The date of the follow-up performance evaluation will reset the performance evaluation due date.

Does Not Meet Expectations ☐

Meets Expectations ☐

Exceeds Expectations ☒

**Comments:**

Lawanda has done a tremendous job this past year. She is an outstanding Administrative Specialist and continues to grow in this role. I have complete confidence in her abilities, and have received numerous comments from UDs and the CNS group on her helpfulness and abilities. I completely rely on Lawanda and she is a very valued person in the dept of nursing. Lawanda had Clinical Ladder administrative responsibilities added to her many other tasks this year, and has done a tremendous job keep track of all the details that go along with Clinical Ladder.

**Future Plans and Actions:**

She will continue to orient newly hired administrative support staff.

**Employee Comments:**

Date

*Oct 2006*

Date

Date

Department Head or Designee Signature

**D - Does Not Meet Expectations**

**M - Meets Expectations**

**E - Exceeds Expectations**

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**CONFIDENTIALITY OF PATIENT AND EMPLOYEE INFORMATION  
UCLA MEDICAL ENTERPRISE**

*It is the responsibility of all employees, medical staff, housestaff, students, and volunteers to preserve and protect confidential patient and employee information as described in UCLA Medical Center Policies 2015, 2021, Personnel Policy 80, SM-UCLA MC Policy C1.1, NPH Policy 2019, applicable union agreement provisions, Business and Finance Bulletin RMP-8 and summarized herein.*

**CONFIDENTIAL PATIENT INFORMATION**

California Law defines Patient Medical Information as: "Any individually identifiable information in possession of or derived from a provider of health care regarding a patient's medical history, mental or physical condition or treatment."

Confidential Patient Information includes the following:

- ❖ physical medical records including paper, photo, video, diagnostic and therapeutic reports, laboratory and pathology samples,
- ❖ patient business records,
- ❖ mainframe and department-based computerized patient data and alpha numeric radio pager messages,
- ❖ visual observation of patients receiving medical care or accessing services,
- ❖ verbal information provided by or about a patient,
- ❖ or other such information the disclosure of which would constitute an unwarranted invasion of privacy

**CONFIDENTIAL EMPLOYEE INFORMATION**

Confidential Employee Information includes the following:

- ❖ home telephone number and address,
- ❖ spouse or other relative names,
- ❖ social security number or income tax withholding records,
- ❖ information related to evaluation of performance,
- ❖ or other such information obtained from the University's records which if disclosed would constitute an unwarranted invasion of privacy.

**VIOLATION OF CONFIDENTIALITY**

1. Access, discussion or disclosure of confidential patient or employee information when not required to perform assigned duties, without the explicit authorization from the patient or employee, is a breach of confidentiality and a violation of UCLA Policy.
2. Breach of patient or employee confidentiality may be subject to civil or criminal action for invasion of privacy by the individual to whom the information pertains and subject to disciplinary action by management up to and including dismissal (California Civil Code 56,1798 et seq and UCLA Medical Center Policy 2021, SM-UCLA MC Policy C1.1, and NPH Policy 2019).
3. Medical Center Administration performs audits and reviews of patient and employee records in order to identify inappropriate access.
4. Consult your supervisor if you have questions as to the confidentiality of any information.

**ACKNOWLEDGEMENT OF RESPONSIBILITY**

I acknowledge that I am obligated to protect confidential patient and employee information. I understand that my user ID is recorded when I access electronic records and that I am the only one authorized to use my user ID. Use of my user ID is my responsibility whether by me or anyone else. I also understand that my obligation of confidentiality regarding patient and employee information will continue after my termination of employment with UCLA.

I read and understand the above and received a copy of this form.

Signature

Lawanda Jackson

Date

9/8/97

Name (Type or Print)

Lawanda Jackson

May 8, 1997

**UCLA Healthcare  
JOB DESCRIPTION/PERFORMANCE EVALUATION**

**Administrative and Support Position**

Amount of Time	Duties and Tasks	Rating			Comments
		D	M	E	
35%	<b>B. MANAGEMENT SERVICES</b>  1. Manages, maintains and updates competency database. Meets with Unit Directors as well as Clinical Nurse Specialist to review competency compliance and/or update as necessary according to the diverse needs of the various units. 2. Responsible, along with Unit Director, for competency compliance. 3. Manages clinical ladder promotion process: i.e. clinical ladder portfolios, timely review of portfolios, process is completed within a timely manner to comply with CNA union contract. 4. Manages logistics including facilities, catering, and audio-visual requirements for staff education. 5. Manages and maintains supply inventories. 6. Interacts with Clinical Director, Unit Directors, Principal Administrative Analyst, and administration regarding operations. 7. Schedule and participate in meetings, includes room requests, invitations, catering and equipment needs. 8. Handles all facilities service requests and justification to completion and resolution of any problems that arise. 9. Facilitates all copy center and order memo/P39 requests and forwards information to Business Managers. 10. Communicates with Unit Directors concerning equipment repairs and purchase order problems. 11. Develop short and long-range projects and special events, including retreats and site visits. 12. Arranges a variety of meetings, classes, and projects by coordinating dates/times/location, preparing food orders, disseminating materials and announcements.				

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**E - Exceeds Expectations**

## USE OF ELECTRONIC INFORMATION BY UCLA HEALTHCARE WORKFORCE (EMPLOYEES)

### PURPOSE

This policy sets forth guidelines for the use of electronic protected health information ("ePHI") by UCLA Healthcare Workforce (Employees).

### DEFINITIONS

**"Electronic Protected Health Information" or "ePHI"** is any electronic information that is created or received by a health care provider that relates to the past, present, or future physical or mental health of an individual, and identifies the individual. This includes ePHI that is created, received, maintained or transmitted. For example, ePHI may be transmitted over the Internet, or stored on a computer, a CD, a disk, magnetic tape or other media.

**"Workforce"** means employees, volunteers, and other persons whose conduct, in the performance of their work for UCLA Healthcare, is under the direct control of UCLA Healthcare or the Regents of the University of California, whether or not UCLA Healthcare pays them. The Workforce includes employees, medical staff, and other health care professionals, agency, temporary and registry personnel, and trainees, housestaff, students and interns, regardless of whether they are UCLA trainees or rotating through UCLA Healthcare facilities from another institution.

### POLICY/PROCEDURE

1. **Electronic Information Resources May Only Be Used for UCLA Healthcare Activities**
  - A. UCLA Healthcare Electronic Information Resources, including but not limited to, computer equipment, software, storage media, network accounts providing electronic mail, WWW browsing, and FTP, are the property of UCLA Healthcare and are to be used for the work-related business activities and operations of UCLA Healthcare. These activities include communications with UCLA Healthcare patients, clients, and customers in the normal course of business operations. Incidental personal use of UCLA Healthcare computer resources must comply with University of California policy. (See UC Policy "Electronic Communications, Section III D.8).

- B. All data created using UCLA Healthcare Electronic Information Resources shall remain the property of The Regents of the University of California.
- C. Each UCLA Healthcare department is responsible for creating department-specific guidelines concerning the use of Internet/Intranet/Extranet systems. In the absence of such policies, employees shall be guided by departmental policies on personal use of other resources and if there is any uncertainty, the employee should consult his or her supervisor.
- D. Any activity that is illegal under local, state, federal or international law, or disallowed by University of California policy is strictly prohibited, and may result in disciplinary action in accordance with Compliance Policy No. 9600, *"Responding to Compliance Issues."*

## 2. General Requirements; Information for Users

- A. All members of the UCLA Healthcare Workforce who are involved in the creation, transmission and storage of ePHI must receive training about the HIPAA Security Rule (See: Security Policy No. 9460, *Privacy and Security Training and Education Plan.*)
- B. Access to ePHI at UCLA Healthcare is limited to those individuals for whom it is an authorized work-related requirement. (See: Security Policy No. 9452, *"User Accounts: Authorizing ePHI Access by UCLA Healthcare Workforce (Employee Members): Passwords"*)
- A. All members of the UCLA Healthcare Workforce are responsible for ensuring compliance with the UCLA Healthcare policies and safeguards to protect ePHI including, but not limited to: (a) accessing only the amount of ePHI necessary to complete job responsibilities and only for those patients for whom the workforce member needs access to complete job responsibilities; (b) not sharing passwords for computer systems; (c) logging out of computer applications when done; and (d) using different passwords for different computer systems. Authorized users must use a sufficiently complex password to access systems containing ePHI. This password must never be shared. Passwords should be developed in accordance with the policies and procedures described in Security Policy No. 9452, *"User Accounts: Authorizing ePHI Access by UCLA Healthcare Workforce (Employee Members): Passwords"*.
- B. Every precaution must be taken to safeguard user and viewing access to applications that expose confidential information.



- C. Whenever possible, confidential information should either be 1) stored to a network server, 2) de-identified (see: Privacy Policy No. 9440, *"Release of Protected Health Information for Research Purposes"*), 3) removed from electronic data files or 4) encrypted.
- D. All members of the UCLA Healthcare Workforce must secure, maintain and when necessary, dispose of all removable electronic media that may contain ePHI according to established procedures. Removable electronic media includes, but is not limited to, magnetic tapes, portable hard drives, CD-ROMs, DVDs, floppy disks, USB and flash memory cards.
- E. Employees should use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse code.
- F. Random periodic audits may be conducted as necessary by authorized UCLA Healthcare personnel to ensure the security, privacy, integrity and availability of all UCLA Healthcare data and information systems and compliance with all applicable UCLA Healthcare policies.

Audits may include, but are not limited to, inspections and reviews of:

- a) User and/or system access to any computing or communications device
- b) User access to data and/or information including a review of audit trails
- c) Physical inspections of computer equipment, systems, devices, servers, printers, workstations and other devices
- d) Interactive monitoring and logging of traffic on Mednet
- e) Publicly accessible hosts

Access to equipment and system logs must be granted to authorized personnel upon request. Any suspected or actual inappropriate access by a UCLA Healthcare Workforce member will be investigated and handled in accordance with Compliance Policy No. 9491, *"Specific Audit of Protected Health Information (PHI) Access."*

- I. The failure of any UCLA Healthcare Workforce member to comply with UCLA Healthcare Security policies, including any departmental security policy and/or procedures, may be subject to disciplinary action in accordance with University personnel policies.
- J. All UCLA Healthcare Workforce members must notify the appropriate supervisory personnel in the event of an actual or suspected security breach. (See: Security Policy No. 9459, *"Security Incident Reporting"*).

### 3. Use of Electronic Information Resources by UCLA Healthcare Contractors and Vendors

No contractor or vendor doing business with UCLA Healthcare shall be permitted access to UCLA Healthcare systems containing ePHI unless the contractor or vendor has first entered into a University-approved contract (describing the services or supplies to be provided by the contractor or vendor and the security measures to be followed in transmitting ePHI between UCLA Healthcare and the contractor or vendor), along with a Business Associate Agreement executed in accordance with Policy No. 9430 *"Business Associates"*. All such contractor and/or vendor access to ePHI shall have defined expiration dates.

The UCLA Healthcare Department Administrator who is the Designated Authorizer for vendors or contractors working in their department must immediately notify the Security Department to revoke access for any contractor or vendor staff member(s) who are no longer employed by the contractor or vendor, as soon as they are aware that the individual(s) is no longer working for them.

### 4. Unacceptable Uses of Electronic Information Resources

The following uses of Electronic Information Resources are examples of uses that are **prohibited** by UCLA Healthcare policy, unless exempted in writing by designated Security staff as part of a legitimate UCLA Healthcare job responsibility.

- A. Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, and copyrighted music.

**The installation of any copyrighted software for which UCLA Healthcare or the end user does not have an active license is strictly prohibited.**

- B. The exportation of software, technical information, encryption software or technology, in violation of international or regional export control laws. Such activity is illegal and prohibited by UCLA Healthcare policy.
- C. The introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).

- D. Revealing an employee-specific account password to others or allowing the use of an employee's account by others. This prohibition also prohibits an employee from sharing passwords with his or her family members or members of his or her household.
- E. Using a UCLA Healthcare computing asset to actively engage in procuring or transmitting material that is in violation of UCLA Healthcare's sexual harassment policies and/or hostile workplace policies, including applicable laws and regulations.
- F. Making fraudulent offers of products, items, or services originating from any UCLA Healthcare account.
- G. Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
- H. Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties.
- I. Circumventing user authentication or security of any host, network or account.
- J. Using any program/script/command or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet, or initiating any denial of service attacks.
- K. Providing any confidential information about UCLA Healthcare employees to anyone, including other UCLA Healthcare employees, unless the provision of such information is part of the employee's job responsibilities and is authorized by the University policy.
- L. E-Mail and Communication Activities.
  - 1) Sending any electronic communication that does not comply with the "University of California Electronic Communications Policy."
  - 2) Sending any e-mail that contains Protected Health Information (and does not comply with Security Policy No. 9453-A, "Use of E-Mail in Communication of PHI."
  - 3) Sending unsolicited "junk mail" or other advertising material to individuals who did not specifically request such material (e-mail spam).
  - 4) Any form of harassment sent by e-mail, telephone or paging, whether through language, frequency or size of messages.
  - 5) Unauthorized use, or forging of e-mail header information.

- 6) Solicitation of e-mail for any other e-mail address, other than that of the poster's account, with the intent to harass or to collect replies.
- 7) Creating or forwarding "chain letters," "Ponzi" or other "pyramid" schemes of any type.
- 8) Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).

M. Unsecured Wireless Communication.

Access to MedNet via unsecured wireless communication mechanisms is prohibited. The requirements set forth in Policy No. 9457 "*Technical Security*" for Wireless Communications shall apply to all wireless data communication devices (e.g., personal computers, cellular phones, PDAs, etc.) connected to MedNet. This includes any form of wireless communication device capable of transmitting packet data. Wireless devices and/or networks without any connectivity to MedNet do not fall under the purview of this section; however, any PHI-containing data streams would still require encryption.

#### 4. Questions

Should an Employee have any question or concern about the appropriate security measures or use requirements, the Employee should first discuss the issue with his or her supervisor. Supervisors should contact the Security Officer at extension 53730 with any questions regarding these security policies and procedures, or by email at [HIPAA.Security@mednet.ucla.edu](mailto:HIPAA.Security@mednet.ucla.edu).

## APPROVAL

Corporate Compliance Committee

Carole Klove, RN, JD  
Chief Compliance and Privacy Officer

## REVISION HISTORY

Approved: February 22, 2006  
Effective Date: April 20, 2005  
Revised: November 2005

## REFERENCES

Health Insurance Portability and Accountability Act, 45 CFR 160-164  
California Medical Information Act, California Civil Code Section 56 *et seq.*  
University of California Business and Finance Bulletin IS-3, Electronic Information Security  
University of California Electronic Communications Policy (ECP)  
University of California Los Angeles, Policy No. 420 *'Notification of Breaches of Computerized Personal Information'*  
Information Practices Act of 1977, California Civil Code, §§1798.29 and 1798.82.

**UCLA**

**Health System**

[REDACTED]  
UCLA Medical Sciences  
10833 Le Conte Ave, CHS 12-233  
Los Angeles, CA 90095  
[REDACTED] Fax 310-794-2251

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**Personal and Confidential – VIA OVERNIGHT MAIL**

September 6, 2007

Lawanda Jackson  
10407 Haas Ave.  
Los Angeles, CA 90047

***RE: Communication from Patient***

Dear Ms. Jackson:

As you know, one of our patients, Ms. Fawcett, has raised concerns relating to individuals accessing her medical records and to that end, an audit of access was conducted. You were identified as an individual who did not have a need or a right to access the records. Ms. Fawcett and her counsel have indicated that they would like to speak with individual(s) who inappropriately have accessed her information.

We have not identified you to her attorneys or Ms. Fawcett. Now Ms. Fawcett's attorneys have asked that the University pass on this letter to the individual UCLA identified as having accessed Ms. Fawcett's records, which letter has been addressed to Jane Doe. We have not opened or read the material inside the letter but are simply forwarding it on to you.

Although we have not read the enclosed letter, we understand that Ms. Fawcett and/or her attorneys may wish to speak to you. In deciding what to do, you may wish to consult with an attorney. You should know that if Ms. Fawcett files a lawsuit, her attorney will be able to legally compel UCLA to disclose your identity and you will likely be subpoenaed and deposed.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact me directly at [REDACTED]

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[REDACTED]

cc:

[REDACTED] Human Resources

- 1 -

## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 04/08/2008

On 04/07/2008, Lawanda Jackson, date of birth 12/18/1958, social security account number 554-19-9497, was interviewed at her residence, 10407 Haas Avenue, Los Angeles, California, telephone number (323)757-9562, cellular telephone number (213)507-2665. After voluntarily providing information to the interviewing agents, Jackson was read and thereafter furnished the following signed statement, which was placed in a 1A envelope and made a part of this file:

"I, LaWanda Jackson, voluntarily attest to the following. I contacted (crossed out and initialed by MC) was contacted by [redacted] of the National Enquirer who asked me to confirm hospital information regarding certain famous people, including Farrah Faucett and [redacted] and the National Enquirer made payments to me in the name of [redacted] in order to conceal our relationship."

"I have read & understand the statement above & it is true" (in the handwriting of Jackson)

"/s/ Lawanda Jackson"

"Lawanda Jackson"

"4-07-08"

"witness"

"/s/ [redacted]  
[redacted]  
"/s/ [redacted]  
[redacted]

Investigation on 04/07/2008 at Los Angeles, CA

File # 209E-LA-245399 -21

Date dictated [signature]

by SA [redacted]  
SA [redacted]

I, LaWanda Jackson, voluntarily attest to  
the following. I ~~contacted~~ was contacted  
by [redacted] of the National Enquirer who  
asked me to confirm hospital information  
regarding certain famous people, including  
Farrah Fawcett and [redacted]  
[redacted] and the National Enquirer made  
payments to me in the name of [redacted]  
[redacted] in order to  
conceal our relationship.

I have read & understand the  
statement above & it is true.  
LaWanda Jackson

4-7-08

witness



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- 1 -

## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 04/17/2008

On 04/16/2008, Farrah Fawcett was interviewed at 10580 Wilshire Boulevard, Los Angeles, California. Also present were SAUSA [redacted] and Fawcett's attorneys, [redacted] of Mitchell Silberberg & Knupp, 11377 West Olympic Boulevard, Los Angeles, California, telephone number [redacted] cellular telephone number [redacted] and [redacted] of Mitchell Silberberg & Knupp, telephone number [redacted]. After being advised of the identity of the interviewing agents and the nature of the interview, that being to discuss a potential unauthorized disclosure of Fawcett's protected health information, Fawcett voluntarily provided the following information:

Fawcett was diagnosed with cancer on or about September 22, 2006. She received her cancer treatment at UCLA. She started chemotherapy and radiation therapy right away. During the course of her treatment, she began to realize that information regarding her medical condition was being printed by the National Enquirer and other tabloids, and suspected there was a leak of her private health information coming from UCLA. Fawcett told [redacted] that she believed the leaks were coming from UCLA.

Because she was spending so much time at UCLA receiving her chemotherapy and radiation therapy, she began to use UCLA Medical Center for her more routine medical care. For example, [redacted] [redacted] so she had it done at UCLA since it was more convenient. Each time after these exams, an article would appear in the National Enquirer. The articles in the National Enquirer would always have some grain of truth, but her condition would then be greatly exaggerated in many circumstances. For example, [redacted] an article was printed saying that she was going blind. This was not true, [redacted] which would not normally be known to most people. After [redacted] an article was printed saying that her cancer had spread to her uterus and she needed a hysterectomy, which also was not true. Although the articles were exaggerated, there was enough truth in them that she began to suspect that the Enquirer had a source at UCLA.

Investigation on 04/16/2008 at Los Angeles, CAFile # 209E-LA-245399-22

Date dictated \_\_\_\_\_

by SA [redacted]  
SA [redacted]

209E-LA-245399

Continuation of FD-302 of Farrah Fawcett, On 04/16/2008, Page 2

Her doctors at UCLA were [redacted]. [redacted] They went to great lengths to make sure her treatments and examinations were done discreetly. They would have her park somewhere far from where she was to be seen and have her go through the basement to get to her appointment location. They took measures such as this and other such measures to protect her privacy during her treatment at UCLA. She used 3 aliases at UCLA. The first was [redacted] and the second was [redacted]. These were the two she was using during the time of the leaks. The people who may have known her aliases were [redacted] her oncologist, the radiologist, the lab, the pharmacy and someone in the billing department. The aliases were linked to her medical record number, which was not changed until after the leaks.

When Fawcett learned that her cancer had recurred, she was determined to locate the "leak" and did not tell anyone else that her cancer had recurred. She had no family, friends or staff in the exam room with her when she learned that her cancer had recurred. The only people in the exam room were herself, [redacted] (phonetic). When she left, she did not tell anyone- not her father, not [redacted] not her assistant, not her attorneys nor anyone else. In the past, [redacted] had sold information to the Enquirer. That is why she did not tell anyone about the recurrence. She believed that if the information was printed in the Enquirer before she told anyone, it would confirm that the "leak" was from UCLA.

The very next publication of the Enquirer had the information regarding the recurrence of her cancer even though she had told no one. No one from the Enquirer contacted Fawcett to confirm any of the stories related to her medical condition. Fawcett told [redacted] that the leak had to be from UCLA because she had purposefully not told anyone of the recurrence of her cancer. [redacted] told her that she may be right, that there was one person at UCLA who accessed the file more than he did, and he accessed the file almost on a daily basis. [redacted] did not tell her who accessed the file more than he did; he did not know who the person was, only that they were in another department.

Fawcett spoke with representatives of UCLA after the leak of her recurrence of cancer. It was after Fawcett spoke with the representatives of UCLA that UCLA found out about the multiple unauthorized accesses into her medical file.

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209E-LA-245399

Continuation of FD-302 of Farrah Fawcett, On 04/16/2008, Page 3

One article in the Enquirer stated that Fawcett had given up and refused further treatment, and that she had told friends that she was not going to fight it anymore. That was not true.

[Redacted]

The Enquirer article that stated that Fawcett's cancer had recurred contained inaccuracies. The article stated that she was not going to have the polyp removed; this was not true. She

[Redacted]

between her and her doctors. It was true that

[Redacted]

[Redacted]

Fawcett never authorized UCLA to disclose her health information to anyone.

Fawcett contacted the Enquirer through her attorneys and requested a retraction. The Enquirer responded that the information was provided by exceptional sources in a position to know the information and they would not retract the story.

Fawcett asked UCLA for the name of the employee who accessed her health information on several occasions, but they cited the privacy rights of their employees and did not give her the name.

Fawcett was harmed by the stories in the Enquirer that disclosed her private health information. During treatment, she did not want negative things "out there."

[Redacted]

Seeing the stories in the Enquirer, with the exaggerations and lies, were emotionally hurtful. She was trying to stay positive and the articles definitely hurt her positive outlook. Additionally, the information was personal. She did not want

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209E-LA-245399

Continuation of FD-302 of Farrah Fawcett, On 04/16/2008, Page 4

people to know what kind of cancer she had. She felt as though

She did not want the public knowing what kind of cancer she had. Referring to her health and medical information, she said "these things are nobodies business." It was embarrassing, especially as a public figure.

After the Enquirer published the article saying that she was going blind, a producer called her and asked if she would be able to drive a car for a role. He thought she might not be able to do so for a part because he heard she was going blind. All of these things had a negative effect on her. Also, she was well aware that many people were reading the articles, believing they were true, and basing their own cancer treatment decisions on inaccurate information. This was a very large weight for her to bear. She did not want people's own treatment to be affected based upon things that were printed about her, true or not. Cancer treatment is not always assured of working, and she did not want people to read about the treatments she was using and base any decisions for their own health on that. She did not want to be responsible for people going and having a treatment that may not work.

Fawcett's attorneys told her that they learned from UCLA that the person who viewed her information so frequently was Lawanda Jackson. Her attorneys learned this information the day before the Los Angeles Times was about to release the name of the "leak." Her attorneys spoke with Jackson. Jackson told them that the Enquirer called her to "fact check." Fawcett was not upset with Jackson as much as the Enquirer. She believed that it had to be wrong for the Enquirer to pay someone to look at her medical records and publish that information.

Since the article in the Los Angeles Times was published regarding the leak of her health information to the Enquirer, the Enquirer has only printed one story about Fawcett and her health. This article was very unlike the previous articles in the Enquirer. It was very minimal and not sensationalized.

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- 1 -

## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 04/08/2008

On 04/08/2008, Lawanda Jackson telephonically contacted SA [redacted] from (323)757-9562 and advised the following:

[redacted] from the Los Angeles Times called Jackson this morning, 04/08/2008, at her home. He knew her name and her job title at UCLA. [redacted] told her that her name would be online in the afternoon and in the paper the next day. He knew about the "Jane Doe" letter. He knew that she resigned and was not terminated. He knew her salary and that her boss was [redacted]. First he told her that he got her name from UCLA. Jackson told him that she knew they would not release her name without telling her first. [redacted] then said he got Jackson's name from a source. [redacted] also knew about her bankruptcy several years ago.

[redacted] asked her if she wanted to say she was sorry and tell her side of the story. Jackson spoke with him, but did not tell him everything she told the FBI during her interview the previous evening. Jackson also told him that she preferred her name not be released to the public.

Investigation on 04/08/2008 at Los Angeles, CA

File # 209E-LA-245399 -24

Date dictated \_\_\_\_\_

by SA [redacted] 

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# Los Angeles Times | Health

You are here: [LAT Home](#) > [Health](#)**Health****Snooping in records has a history at UCLA**

April 11 2008

**News**[California | Local](#)

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The California Department of Public Health has been investigating UCLA since March, when The Times reported that the hospital was firing 13 workers and disciplining 12 others for snooping on pop star Britney Spears.

Since then, the newspaper has reported that a different worker inappropriately accessed the electronic records of 61 patients, including actress Farrah Fawcett and California first lady Maria Shriver.



PHOTO GALLERY  
**Medical records  
breached**

Fawcett's lawyers believe that the UCLA worker, administrative specialist Lawanda J. Jackson, might have leaked or sold the information to tabloids, including the National Enquirer. The Enquirer reported that Fawcett's cancer had returned last May before she had a chance to tell her son and closest friends.

Jackson resigned in July after UCLA initiated action to fire her. She told The Times this week that her motive was personal curiosity but declined to say whether she spoke with the Enquirer.



PHOTO GALLERY  
**Celebrities who got  
snooped for scoop**

It appears that UCLA has not gone as far as a major competitor -- Cedars-Sinai Medical Center -- in providing extra security for the files of high-profile patients.

UCLA officials said this week that every day they audit the medical records of 72 high-profile people who have been patients to monitor which employees view them. Cedars-Sinai reviews 10 times as many.

Only certain employees can access the records at Cedars-Sinai, and if an unauthorized user so much as attempts to get in, he or she can be fired.

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Cedars-Sinai spokesman Richard Elbaum said the hospital also uses real-time alerts to signal inappropriate access of certain medical records. And the records of high-profile patients have a special on-screen warning that reads, "This patient record is restricted. All accesses are logged and audited. Inappropriate accesses are grounds for disciplinary action and/or dismissal."


In addition, the hospital takes extra precautions to protect the privacy of employees who are patients, Elbaum said.

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UCLA spokeswoman Roxanne Moster said some of the computer systems at UCLA require users to state the role they play in a patient's care. Others provide a warning that inappropriate access will be tracked and investigated. But some of the hospital's systems don't include warnings. A new system to be unveiled in the next few months will ask all users their reason for accessing specific patient records.

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"Any breach, whether it's a movie star, a politician, a patient employee or any patient that comes to us is extremely disturbing," UCLA's Feinberg said. "We need to get down to the bottom of it."

[charles.ornstein@latimes.com](mailto:charles.ornstein@latimes.com)

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## Figure at center of UCLA medical records flap was just 'nosy'

The hospital employee who says she improperly looked at celebrities' files says she meant no harm.

By Charles Ornstein, Los Angeles Times Staff Writer  
April 9, 2008

The UCLA Medical Center employee who allegedly pried into the private medical records of the governor's wife and 60 others in a burgeoning scandal was a low-ranking administrative specialist who told The Times on Tuesday that "it was just me being nosy."

"Clearly I made a mistake; let's put it like that," Lawanda J. Jackson, 49, said when asked in a telephone interview why she improperly looked at the records of so many patients, including California First Lady Maria Shriver and actress Farrah Fawcett.



**PHOTO GALLERY**  
Celebrities who got  
snooped for scoop

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- Disciplinary cases of medical-records snooping
- Fawcett's cancer file breached

"I didn't leak anything or anything like that," said Jackson, who had worked at the hospital since she was 16. "It wasn't for money or anything. It was just looking."

UCLA took steps last May to fire Jackson after determining that she had inappropriately accessed dozens of electronic medical records, UCLA officials say. But the employee resigned in July before she could be fired, spokeswoman Roxanne Moster said. (Previously, the hospital told The Times that it had fired Jackson.)

Neither UCLA nor state health officials have confirmed Jackson's identity, but The Times was able to verify it.

The breaches have triggered several state investigations and created a major embarrassment for UCLA. The hospital could face serious sanctions from the California Department of Public Health, and Jackson could face criminal charges for allegedly violating a federal privacy

209E-LA-245399-28



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Cars - UCLA workers snooped in Spears' medical records law.  
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Apartments prosecutors in Los Angeles have launched a preliminary  
Personals inquiry into the matter, a source in the U.S. attorney's office said Tuesday.  
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Coupons "We're certainly interested and we're looking into it," said the source, who asked not to  
Newspaper Ads be named because he was not authorized to speak publicly about the case.

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Among the 61 patients whose records Jackson allegedly viewed in 2006 and 2007 were 33 celebrities, politicians and other well-known people, state officials have said.

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UCLA's ability to keep patients' information private has been at issue since The Times reported last month that the university was trying to fire 13 workers and was disciplining 12 others for peeking into the records of pop star Britney Spears, who was hospitalized in its neuropsychiatric unit in January.

Lawyers for Fawcett contend that UCLA employees might have leaked or sold information on the recurrence of the actress' cancer last May to the tabloids, including the National Enquirer. The Enquirer published several sensational stories soon after her visits to the medical center, the lawyers said, including a piece titled "Farrah's Cancer Is Back!" before Fawcett was able to tell her son about it.

Through UCLA, the lawyers asked for a meeting with Jackson last year, but she declined. (Fawcett's lawyers did not know Jackson's name at the time but wrote to her as "Jane Doe.")

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In the interview with The Times, Jackson would not say whether she had ever spoken to the Enquirer. "I'm not going to answer that," she said. "I'm scared to answer that. . . . I know I'm not the leak. I don't believe I'm the leak."

She dismissed questions about whether she had a financial motive to sell information. According to court records, Jackson and her husband, Victor, filed for bankruptcy protection in 2001, listing assets of less than \$23,000 and liabilities of \$37,300. But she said, "that was a long, long, long time ago." In the 2001 filing, she listed her job at UCLA; her husband said he was disabled.

Fawcett's lawyer said UCLA officials notified him of Jackson's name Monday evening after The Times made inquiries to the medical center about employees named Jackson.

"We had been asking for the name for nine months and they refused to give it to us and last night at 6 p.m. they gave it to us," lawyer Kim Swartz said.

"It's not over for us," he said. "We're continuing to closely monitor the results of these investigations and see what our options are."

As an administrative specialist, for which she drew a salary of \$46,046 in fiscal year 2006, Jackson provided "support to the Department of Nursing Administration, unit managers, clinical nurse specialists and staff," Moster wrote in an e-mail. She also developed internal systems to streamline communications and worked on programs,

events and special projects.

Dr. David Feinberg, chief executive of the UCLA Hospital System, said Sunday that UCLA had reviewed the woman's UCLA phone records and e-mails and found no evidence that she leaked information outside the hospital. Without a subpoena or an employee's cooperation, however, UCLA would be unable to access an employee's personal telephone logs or banking records.

At the time, Feinberg said, the Westwood hospital did not believe that it was required to alert the patients whose records were viewed or to notify state health department or law enforcement authorities. Upon reconsideration, Moster said Tuesday, UCLA now plans to notify all of the affected patients by phone and mail that their records had been viewed improperly.

Feinberg has called Jackson, whom he did not identify, a "rogue" employee.

Jackson said she did not have insidious motives. "It was more of a curiosity," she said. "It was just me being nosy. If you see something or something happened the night before, you go in and you're like, 'Maybe they were here.' You just kind of look. It wasn't to do anything to anybody. I don't even remember half the stuff I even looked at. There was no intent to do anything bad."

Asked why she looked at more than two dozen records of non-famous patients, she said, "it may have been me ordering some files for somebody."

In an e-mail sent to all UCLA health employees Monday, Feinberg and Dr. Thomas Sibert, president of UCLA Faculty Practice Group, wrote that officials now "can and do initiate electronic audits to track record access. . . ."

"Stories like the recent ones are clear reminders that we are all responsible to the commitment that we make to our patients every day -- the delivery of strong, compassionate care and protection of privacy."

charles.ornstein@latimes.com

Times staff writer Scott Glover and researcher John Tyrrell contributed to this report.

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## Los Angeles Times

<http://www.latimes.com/news/local/la-me-ucla9apr09,0,466743.story>

From the Los Angeles Times

### Figure at center of UCLA scandal was just 'nosy'

The hospital employee who says she improperly looked at celebrities' medical files says she meant no harm.

By Charles Ornstein

Los Angeles Times Staff Writer

4:51 PM PDT, April 8, 2008

The employee at the center of a burgeoning scandal about privacy violations at UCLA Medical Center involving records of the governor's wife and 60 others is a low-ranking administrative specialist who told The Times on Tuesday that "it was just me being nosy."

"Clearly I made a mistake; let's put it like that," Lawanda J. Jackson, 49, said when asked in a telephone interview why she improperly looked at the records of so many patients, including California First Lady Maria Shriver and actress Farrah Fawcett.

"I didn't leak anything or anything like that," said Jackson, who had worked at the hospital for 32 years -- since she was 16. "It wasn't for money or anything. It was just looking."

UCLA took steps last May to fire Jackson after determining that she had inappropriately accessed dozens of electronic medical records, UCLA officials say. But the employee resigned in July before she could be fired, spokeswoman Roxanne Moster said: (The hospital had told The Times previously that it had fired Jackson but revised its account Tuesday.)

Neither UCLA nor state health officials have confirmed Jackson's identity, but The Times was able to verify it with a person familiar with the matter.

The breaches have triggered several state investigations and created a major embarrassment for UCLA. The hospital could face serious sanctions from the California Department of Public Health, and Jackson could face criminal charges for allegedly violating a federal privacy law.

Federal prosecutors in Los Angeles have launched a preliminary inquiry into the matter, a person in the U.S. attorney's office said Tuesday.

"We're certainly interested, and we're looking into it," said the source, who asked not to be named because he was not authorized to speak publicly about the case.

UCLA's ability to keep patient information private has been at issue since The Times reported last month that the university was trying to fire 13 workers and was disciplining 12 others for peeking into the records of pop star Britney Spears, who was hospitalized in its neuropsychiatric unit in January.

Lawyers for Fawcett contend that UCLA employees may have leaked or sold information on the recurrence of the actress' cancer last May to the tabloids, including the National Enquirer. Through UCLA, they asked for a meeting with Jackson last year, but she declined. (Fawcett's lawyers did

not know her name but wrote to her as "Jane Doe.")

In the interview with The Times, Jackson would not directly answer a question on whether she had ever spoken to the Enquirer. "I'm not going to answer that," she said. "I'm scared to answer that. . . . I know I'm not the leak. I don't believe I'm the leak."

In her position as an administrative specialist, for which she drew a salary of \$46,046 in fiscal year 2006, Jackson provided "support to the Department of Nursing Administration, unit managers, clinical nurse specialists and staff," Moster wrote in an e-mail. She also developed internal systems to streamline communications and worked on programs, events and special projects.

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Feinberg said the Westwood hospital had not alerted the patients whose records were viewed nor did it report the breaches to the state health department or law enforcement authorities. At the time, it didn't think it was required to do so.

Among the 61 patients whose records Jackson allegedly viewed were 33 celebrities, politicians and other high-profile people, state officials have said.

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"Stories like the recent ones are clear reminders that we are all responsible to the commitment that we make to our patients every day: the delivery of strong, compassionate care and protection of privacy."

charles.ornstein@latimes.com Times staff writer Scott Glover and researcher John Tyrrell contributed to this report.

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AKA:LINWOOD LAWANDA JEAN\*

IDENTIFYING INFORMATION:

SEX:FEMALE\*HAIR:BLACK\*EYES:BRN\*HT:5-04\*WT:140\*

LIC/ISS:12-12-02\*EXPIRES:12-18-12\*RBM1\*CLASS:C NON-COMMERCIAL\*  
ENDORSEMENTS:NONE\*

LATEST APP:

DL TYPE:HEADQUARTERS RBM/RBI\*ISS/DATE: 12-06-07\*OFFICE: RBI\*BATES:POL\*

RESTR:MUST WEAR CORRECTIVE LENSES WHEN DRIVING,

ORGAN AND TISSUE DONOR: NO UPDATED:12-05-07  
LICENSE STATUS:  
VALID\*

DEPARTMENTAL ACTIONS:

NONE

CONVICTIONS:

NONE

FAILURES TO APPEAR:

NONE

ACCIDENTS:

DATE/TIME	LOCATION	VEH LIC	REPORT NO	FR CASE NO
06-16-05 99	INGLEWOOD	072105 5GUD948		05 04 34558

END

PAGE 01, 04/07/08 20:57: FBPA PRINT REQUESTED BY T MINAL FBIA  
>WANT7 REQUEST WIS - CWS ( . ) WIS ALL WARRANTS  
REQUESTED BY ..... ID # ..... ALT ROUTE (OPT) ..... LASD ORI ..  
NAME: JACKSON..... LAWANDA..... SEX F RACE . HAIR ... EYE ...  
HT ... WT ... DOB 121858 AGE .. OLN ..... VLN ..... M# .....  
CII . ..... ADDRESS .....  
TOTAL HITS: 007 FEL: 001 MIS: 006 OTHER: ... OFFICER HAZARD: .... EXON: ..  
( . ) WIS BELOW WARRANT ( . ) SEE WARRANT/COPS DETAIL

b6  
b7C

\*\*\*\*\*  
TO: FBIA FROM: CLETS 04/07/08 20:56:33  
4BSRDFBIAW.IW  
CAFBILA00 RE: QW.CAFBILA00.NAM/JACKSON,LAWAN  
NO MATCH NAM FIELD  
NO WANTS  
\*\*\*\*\* END OF WPS MESSAGE \*\*\*\*\*

\*\*\*\*\*  
>WANT7 REQUEST WIS - CWS ( . ) WIS ALL WARRANTS  
REQUESTED BY ..... ID # ..... ALT ROUTE (OPT) ..... LASD ORI ..  
NAME: JACKSON..... LAWANDA..... SEX F RACE . HAIR ... EYE ...  
HT ... WT ... DOB 121858 AGE .. OLN ..... VLN ..... M# .....  
CII . ..... ADDRESS .....  
TOTAL HITS: 007 FEL: 001 MIS: 006 OTHER: ... OFFICER HAZARD: .... EXON: ..  
( . ) WIS BELOW WARRANT ( . ) SEE WARRANT/COPS DETAIL

b6  
b7C

\*\*\*\*\*  
>WANT7 REQUEST WIS - CWS ( . ) WIS ALL WARRANTS  
REQUESTED BY ..... ID # ..... ALT ROUTE (OPT) ..... LASD ORI ..



NAME: JACKSON..... LAWANDA..... SEX F RACE . HAIR ... EYE ...  
HT( ... WT ... DOB 121858 ... OLN ... V ... M# ...  
CII ... ADDRESS ...  
TOTAL HITS: 007 FEL: 001 MIS: 006 OTHER: ... OFFICER HAZARD: ... EXON: ..  
( . ) WIS BELOW WARRANT ( . ) SEE WARRANT/COPS DETAIL

b6  
b7c

( . ) WIS BELOW WARRANT ( . ) SEE WARRANT/COPS DETAIL

WARR TYP: LVL: (1) WARR#: (2) OLN: MORE

VLN: SCARS:

( . ) WIS BELOW WARRANT ( . ) SEE WARRANT/COPS DETAIL

WARR TYP: LVL: (1) WARR#: (2) OLN: MORE

VLN: SCARS:

<<

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TO: FBIA FROM: CLETS 04/07/08 20:56:35  
4BSRDFBIAW.IR  
CAFBILA00 RE: QVC.CAFBILA00.NAM/JACKSON,LAWANDA.SEX/F.DOB/19581218  
NO MATCH NAM FIELD  
NO SUPERVISED RELEASE RECORDS  
CHECKING NCIC  
\*\*\*\*\* END OF SUPERVISED RELEASE FILE MESSAGE \*\*\*\*\*

\*\*\*\*\*

TO: FBIA FROM: CLETS 04/07/08 20:56:35  
4BSRDFBIAW.IB  
8YYX.CAFBILA00  
RE: QRR.CAFBILA00.NAM/JACKSON,LAWANDA.DOB/19581218.SEX/F.ROS  
NO MATCH NAM FIELD  
NO RESTRAINING ORDERS  
\*\*\*\*\* END OF DVROS MESSAGE \*\*\*\*\*

\*\*\*\*\*

TO: FBIA FROM: NCIC 04/07/08 20:56:36  
4BSRDFBIAW.IJ  
1L01  
CAFBILA00

NO NCIC WANT NAM/JACKSON,LAWANDA DOB/19581218 SEX/F  
\*\*\*MESSAGE KEY QWA SEARCHES ALL NCIC PERSONS FILES WITHOUT LIMITATIONS.

PAGE 01 04/07/08 21:09: FBPA PRINT REQUESTED BY T MINAL FBIA  
TO: FBIA FROM: CWS IW 04/07/08 21:09:21  
\*INFO\* - VLN# 5GUD948 CA NO HIT

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TO: FBIA FROM: CLETS 04/07/08 21:09:24  
4BSRDFBIAY.IA  
QV.CAFBILA00.LIC/5GUD948.LIS/C  
NO HITS  
NO NEAR MISS

\*\*\*\*\*

TO: FBIA FROM: CLETS 04/07/08 21:09:25  
4BSRDFBIAY.IV

DATE: 04/07/08 TIME: 21:09  
INSURANCE INFORMATION ON FILE  
POSSIBLE FILE CODES: A(5GUD948) S(5GUD948)  
REG VALID FROM: 04/08/08 TO 04/08/09  
LIC#:5GUD948 YRMD:04 MAKE:TOYT BTM :4D VIN :4T1BE32K44U864229  
R/O :JACKSON LAWANDA, 10407 HAAS AVE CITY:LOS ANGELES C.C.:19  
ZIP#:90047  
SOLD:00/00/04 RCID:04/05/08 OCID:04/27/04 LOCD:8  
L/O :UNIVERSITY CRDT UN, 1500 S SEPULVEDA BLVD CITY:LOS ANGELES  
ZIP :90025 LPT :K54040427  
TYPE:11 POWR:G VEH :12 BODY:0 CLAS:ES  
REC STATUS:  
04/27/04 SMOG DUE 04/08/10

PAPERLESS TITLE

CLEARANCE INFORMATION RECORDS:

OFFICE	WORK DATE	TECH/ID	SEQ #	VALUE	FICHE DATE	TTC
172	04/24/04	11	0213	00188.00	00/00/00	A00
C48	03/25/05	6U	0005	00180.00	00/00/00	I05
C48	03/31/06	6W	0013	00169.00	00/00/00	I05
C31	03/30/07	5H	0003	00156.00	00/00/00	I05
RI1	04/02/08	70	7214	00143.00	00/00/00	POT

04/03/2004-ODOMETER: 6 MILES ACTUAL MILEAGE

END

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TO: FBIA FROM: NCIC 04/07/08 21:09:25  
4BSRDFBIAY.IJ  
1L01  
CAFBILA00

NO RECORD LIC/5GUD948 LIS/CA